

## **Demonstrated Experience**

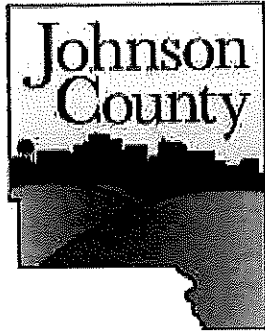
Serving the Hills, Frytown and Sharon Townships for over 100 years, Sharon Telephone Company (STC) is run by a Board of Directors with over 94 years of combined service. STC provides voice, data, and video service to its customer base. Today, these services are fed over both copper and fiber facilities. Hills and Frytown have been served by fiber-to-the-home for over 10 years. STC Completed over 200 miles of fiber build in 2020-21. All subscribers in STC Exchange are fed by fiber. We have converted 90% of our ILEC area customers to fiber.

In 2020, STC was awarded a CARES grant to serve rural Riverside, Iowa. This project is 100% complete. Additionally, STC was approved for a RUS loan in 2020 to build out their entire incumbent exchange area. This construction began in September of 2020 and is complete. All construction will be capable of providing Gigabit service. The timely progress of these projects ensures the successful implementation of the Rural Lone Tree Project.

STC has worked with Aureon, our backhaul provider, to have fiber and a 10 Gig node placed within our Hills CO. This direct connection will allow STC to grow.

STC employs eight staff members who provide support for the services which we provide. The combined service of the employees is 68 years. STC staff receive advanced training with access to test equipment as needed. STC focuses on being a local company with an eye on future technologies. As further evidence of STC's ability to successfully implement the Rural Lone Tree Project, the resumes for key staff are included. This combined with an experienced and proactive Board of Directors guarantees the success of STC's Rural Lone Tree Project.

STC is a financially viable organization with the capability to meet all financial requirements outlined in this project. STC has a history of continued business success and meeting financial obligations within the communities they serve.



## BOARD OF SUPERVISORS

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Pat Heiden, Chairperson  
Royceann Porter, Vice Chairperson

Jon Green  
Lisa Green-Douglass  
Rod Sullivan

November 18, 2021

Office of the Chief Information Officer

RE: Sharon Telephone Company application for Empower Rural Iowa Broadband Grant Program  
Notice of Funding Availability #7

To Whom It May Concern:

I am writing this letter to express the Johnson County Board of Supervisors' full support of Sharon Telephone Company's application for the Empower Rural Iowa Broadband Grant Program Notice of Funding Availability #7.

Sharon Telephone Company has a long and successful history of providing cutting-edge broadband service at advanced speeds to rural communities, as well as a strong reputation for excellent customer service and community engagement. We are confident in their capabilities of enhancing broadband service for rural Lone Tree residents. With the assistance of this grant, Sharon Telephone Company's expanded broadband network will enable us to overcome geographical distances, empower us through information, and bring the world to us through the touch of a keyboard. As an unserved rural area with limited availability to advanced Internet services, Lone Tree and other parts of Johnson County face many challenges including limited medical resources and distance between patients, physicians, specialists and facilities. Because of the rural nature of this area, our students do not receive equitable broadband resources as other students in more urban learning centers. Advanced broadband can bring research, distance learning, video and other tools to a rural school. Therefore, it is extremely important that broadband grant funding be obtained to provide much needed broadband service to unserved areas of Johnson County.

During Johnson County's public input process for the American Rescue Plan Act (ARPA) Local Fiscal Recovery Funds, improved broadband was a recurring theme. Johnson County Supervisors and residents understand that improving broadband will further a number of other community goals, including economic development, education, quality of life, and social connection.

To address this need, the Johnson County Board of Supervisors have obligated \$50,000 in ARPA Local Fiscal Recovery Funds for a study to determine broadband internet needs and necessary steps to expand and implement broadband access across Johnson County. County staff have developed a Request for Proposals for release soon. Improving broadband for all residents of Johnson County is a high priority of the Board of Supervisors.

Sharon Telephone Company has a long and successful history of providing cutting-edge broadband service at advanced speeds to other rural communities and has a strong reputation for community commitment and customer service, we are confident in their capabilities of enhancing broadband service for rural Lone Tree.

Sincerely,



Pat Heiden

Chairperson

Johnson County Board of Supervisors

## Scott A. Havel

Telephone: 319-679-2211

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### Professional Qualifications

- 6 Years managing Operations and Engineering/Development for a regional wireless provider.
- 16 Years' managing departments supporting a robust fiber optic network serving 20 Midwest states.
- 31 years managing technical teams and supporting departments. Deployment and Operations.
- Departments I have led have consistently exceeded their production and business objectives.
- Strong Program/Project Management Skills

### Professional Experience

#### SHARON TELEPHONE COMPANY, Hills Iowa General Manager

July 2020-Present

For the implementation of our Grant and RUS loan, I have led the planning, deployment, vendor selection/interaction, documentation processes. Through my direction, STC instilled a sense of urgency with in our engineering firm, our construction and equipment vendors and the staff at STC. These projects were critical to our rural customers and we had to create urgency. Through the builds we have encountered several setbacks. STC and our contractors worked through these as a team to establish the best solution for all parties.

332015: This grant was initiated in early 2020 for Engineering services. STC used some of the funds to engineer, stake and create design drawings for Rural Riverside Iowa in Washington County.

367908: This grant was initiated as part of the CARES Grant awards. STC submitted the grant application in Mid-July. The grant was awarded, a contractor was selected and construction began in late September 2020. The total build was estimated to be \$1.3M. Fiber is installed from Hills, 12 miles south to the end of the grant area. Additionally, 140 individual residents have fiber constructed and spliced. STC had to evaluate and select a new hardware vendor. This selection was made in October. The equipment is installed in the STC CO located in Hills Iowa. We have activated service for 135 customers in the grant area. We continue to expand outside grant area at our own cost in order to provide high speed internet to the rural Riverside area.

ID	Status	Year	Project Title	Program Area	Awarded Amount
332015	Underway	2020	Over Build Riverside	Broadband Grant Program - Empower Rural Iowa	\$100,212.58
367908	Complete	2020	Fiber Build for Rural Riverside Iowa	Broadband Grant Program - Empower Rural Iowa	\$647,212.39
				Total	\$747,424.97



3007315: The RUS loan was approved just as I started with STC. The vendor selection became official soon after I started. I was able to facilitate pre construction meetings with our selected construction vendor, engineering firm and internal STC resources. We identified our POC, several gaps in information and construction documentation. Identifying and correction this information allowed the construction to start smoothly. The project was originally presented to me as a 12-18-month project. We started phase one (80 miles of fiber and ~300 drops) in early October. This phase of the project was completed EOY 2020. Phase two (40 Miles of fiber and 200 drops) was completed in August of 2020. The entire RUS build is complete and we have activated the majority of the legacy customers to fiber. This is due in large part to the staff of STC and our ability to support, direct and work with the contractors. During this same time frame, we went through equipment demonstrations. We selected the vendor in early October. The equipment was delivered and installed in early 2021. The overall project for the RUS loan is 120 miles of fiber and 500 drops to homes. The overall project will complete Q2 2021.

Application Number	Customer	Date Submitted	Amount	Status	Program	Sub-Program	State	County	TIN	Confirmation Number
3007315	Sharon Telephone Company	08/30/2019	\$5,864,443	Complete	Telecomm	Infrastructure	Iowa	Johnson	420518820	283804389060

**T-MOBILE USA\*, Bellevue WA**

**2013-June 2020**

**Sr Manger-Engineering Development – Iowa Market**

- Manage cellular tower upgrades, fiber build and equipment integration and real estate for over 900 wireless towers in Iowa.
- Upgraded 340 tower to 5G LTE in 2019-May 2020
- Project oversite for all phases of T-Mobile's LTE Expansion in Iowa.
- Hire and manage vendors supporting multiple disciplines.
- Coordinate with internal departments and external vendors to ensure efficiencies and quality expectations are achieved.
- Interface with and provide reporting to our Regional Executive Team.
- Continuously evaluate our processes and procedures, communicate and share best practices.

**iWireless Inc., West Des Moines Iowa**

**Director- Operations and Development**

- Manage cellular tower upgrades, fiber build and equipment integration and real estate for over 900 wireless towers in Iowa.
- Project oversite for all phases of iWireless Construction projects in Iowa.
- Coordinate with internal departments and external vendors to ensure efficiencies and quality expectations are achieved.

**\*iWireless was acquired by T-MOBILE USA in January 2018.**

**WINDSTREAM COMMUNICATIONS INC. Little Rock, AR**

**1998-2013**

**Manager- Field Operations, Des Moines, IA**

- Management of Field and Switch Operations for Western Iowa.

- Installation, maintenance and testing for a robust fiber optic network utilizing Dense Wave Multiplexing (DWDM) technology, 10 Gig Ethernet and subordinate circuits.
- Installed and tested several large Network Switches, Routers and 10 Gig backbones.

**Sr. Manager Network Services, Cedar Rapids, IA**

- Simultaneously Managed Centralized Circuit Installation, 9-1-1 Department and Field Dispatch Operations.
- Developed, documented and implemented new processes.
- Centralized Circuit Installation - Coordinate and manage the installation and testing of circuits in the McLeodUSA network. Our circuit volume tripled at the same time our order backlog decreased by 40%.
- 9-1-1 Department – Met with PSAP Administrators to establish a good working relationship and correct past issues. Managed emergency communications and administrative payments to PSAP's.
- Field Dispatch Operations - Supported Field Operations and Sales to deliver on time service to our customers. We supported and directed the activities for 300 field resources and supported over 500 remote locations throughout the United States.
- Budget, process and personnel responsibilities for these departments.
- Initially worked for the Vice President of Network Services to develop a strong core team with single focus and direction. As a startup, we were developing processes and procedures for all Departments.
- Objectives accomplished through staff training and Six Sigma process development.

**1984-1998 ULTIMATE ELECTRONICS INC. Thornton, CO**

**1984-1998**

**Director- Service Operations**

- Managed six regional consumer electronics repair centers.
- Responsibilities included Customer Service, Warehouse, Parts, and Technicians productivity.
- Establish Service Policies and Processes to gain efficiencies and to support our customers and sales organizations.
- Provide Training to our customers and other departments at Ultimate Electronics.
- Point of contact for the Service Department at vendor policy and contract negotiations.
- Increased our monthly productivity from one center and 1000 units repaired to six centers and over 12, 000 units.
- Customer Satisfaction survey results were consistently above 90%.

**Daniel J. Myers**

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**PROFESSIONAL SUMMARY:**

Results oriented and motivated professional, with a successful history in the Communications industry that drives results. Recognized by peers and leadership as a dependable, knowledgeable, and dedicated employee.

**WORK EXPERIENCE:**

Sharon Telephone Company

**Network Operations Manager July 2021-Present**

Manage day to day operations for 1100 fiber fed customers. Track network availability and work with vendors to expedite customer impacting issues. Schedule, monitor work and perform reviews for technical staff. Work with other departments to improve overall processes.

T-Mobile, Cedar Rapids, IA

**Manager, Switch Engineering Operations**, February 2014 to June 2021

Manage the T-Mobile cellular network for the Iowa-Nebraska market. This includes a high focus on network availability, KPI's of focus, network alarms, transport alarms, facility alarms, and leadership of staff to include task assignments, scheduling, performance and compensation reviews. Other responsibilities include installation, maintenance and upgrades of equipment, outage resolution, customer trouble tickets, training, and vendor relations.

Windstream, Cedar Rapids, IA

**Manager, Eastern Iowa Switch/Field Operations**, October 2006 to February 2014

Manage daily operations of 2 large telecommunications networks in Eastern Iowa. Responsible for 13 technicians and more than 300 network sites. Accountable for overtime, budget, facilities, equipment maintenance, team performance, vehicles, equipment, and training.

- Managed the Iowa Communications Network (ICN) as well as the Windstream network.
- Responsible for three switches that processed over 8 million calls per day.

**Service Operations Center Technician II**, October 2004 to October 2006

Monitored voice and data circuits on the Windstream network. Provided troubleshooting and customer support for voice, data, and security issues. Provided direct support to resolve outages using troubleshooting skills and automated testing tools.

- Manage multiple tasks while working under extreme pressure.
- Experience with the following applications: AS400; Microsoft Access, Excel, Word, and PowerPoint.

**Installation and Maintenance Field Technician II**, July 2000 to October 2004

Installed and maintained the Iowa Communications Network. Provided on-call coverage for Eastern Iowa. Troubleshoot and repaired all customer outages.

- Promoted from Field Tech I to Field Tech II because of technically sound troubleshooting expertise, knowledge of equipment, dependability and ability to work well under pressure.

**Network Operations Technician**, October 1998 to July 2000

Tested and turned-up telecommunications switches and central offices. Provided technical support to 30 field technicians and over 50 support personnel.

- Chosen to upgrade the telecommunications of a large, high visibility account because of knowledge, dependability and ability to complete multiple tasks on time.

**Supervisor, Technical Support Dispatch**, November 1997 to October 1998

Supervised 15 – 20 dispatchers to ensure field personnel had technical support.

- Trained dispatchers in the areas of technical and professional development. Scheduled dispatchers to ensure optimal coverage was available to handle all conversions. Conducted performance evaluations.
- Supervised the increase in customer telephone line upgrades from 3,000 per month to 13,000 per month.

**Technical Support Dispatcher**, February 1997 to November 1997

Provided technical support to field personnel and other internal departments as it related to customer conversions to the Windstream network. Initiated and worked trouble tickets for all customer conversions.

- Dispatched field personnel to customer sites for all conversions and troubles in the following states: Iowa, Illinois, Wisconsin, Minnesota, South Dakota, North Dakota, Colorado, Wyoming and Idaho.

**K&G Men's Store, Atlanta, GA**

**Store Manager**, October 1995 to May 1996

Managed all store operations to include: customer service, sales, cash audits, purchasing, merchandising, housekeeping, and personnel recruitment.

- Originally hired to work in Warehouse but promoted to Assistant Store Manager because of solid work ethic, dependability, and communication skills.
- Selected to help open a new store. Handled customer service, merchandising, inventory, and training.

**QuikTrip Corporation, Atlanta, Georgia**

**Store Manager**, October 1992 to September 1995

Managed all store operations to include: customer service, training, sales, cash audits, purchasing, merchandising and housekeeping.

- Served as Training Manager for all Atlanta-based stores. Trained new employees in all areas of store operations.

**MILITARY EXPERIENCE:**

**Interrogator/Translator, U.S. Army**, December 1987 to November 1991

Sergeant, 18<sup>th</sup> Military Intelligence Battalion, Munich, Germany

- Earned the President's Award for academic success in learning the Romanian language at the Defense Language Institute in Monterey, CA. Received the highest scores possible for a non-native person in reading, listening and speaking.
- Debriefed Romanian nationals concerning items of U.S. national interest and disseminated reports to various U.S. government agencies.
- Graduated from the Primary Leadership Development Course.
- Served as the training non-commissioned officer for a company of 250 soldiers.

**EDUCATION:**

Hamilton College, Cedar Rapids, IA      September 2005 – September 2007  
Bachelor of Science – Management of Information Services

- Dean's List



## Katie Miller

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katienoellemiller@gmail.com  
319.330.5306

### SUMMARY

A dedicated relationship manager a focus on sales and a passion for empowering others to achieve personal and professional goals. Extensive experience in sales processes, including but not limited to prospect development and lead generation, current portfolio management, abiding by internal processes and procedures, and customer service. Possess excellent research and analytical skills as well as being a hard-working, quick-learning, detail-oriented, dedicated and organized team player.

### PROFESSIONAL EXPERIENCE

#### Sharon Telephone Company, Hills, Iowa

October 2020 - Present

##### Customer Development Manager (October 2020-Present)

- Create, develop and execute marketing plan for internet, video and voice services across print, website and social media platforms
- Connect with community leaders, schools and organizations to build goodwill
- Collaborate with executive team to complete grant applications to seek funding to expand rural broadband services
- Schedule fiber installs for new customers and cutovers for existing customers
- Assist customers by troubleshooting technical issues, making payments, answering questions, enrolling in new services

#### Hills Bank and Trust Company, Hills, Iowa

July 2005 – October 2020

##### First Vice President, Branch Manager (February 2017 – October 2020)

- Lead a retail team of eight with focus on coaching to provide excellent, detail-oriented customer service
- Assist customers in all areas of banking services, including opening and servicing all consumer accounts and loans
- Create and manage staffing schedules to ensure adequate customer service coverage
- Maintain schedule of on-going trainings for retail team, including requirements for career path advancement
- Create and manage annual branch budget
- Participate in the implementation of bank sponsored events, networking with guests to develop unique business relationships and referral networks
- Facilitate weekly staff meetings including team building exercises and team challenges

##### First Vice President, Commercial Deposits (July 2005 - February 2017)

- Managed mature sales portfolio
- Participate in joint sales calls to seek new business by presenting, selling and cross-selling needed bank products and following up properly to ensure quality service
- Develop new business through phone solicitation and in-person meetings
- Generate new commercial deposit accounts to attain growth goals by soliciting business through individual and joint sales call efforts
- Maintain favorable customer relations and cross-sell bank services through needs identification
- Collaborated with interdepartmental team to address and implement needed process and procedure changes

**Finish Line Technology, Wellman, Iowa**

June 2019 - Present

- Bookkeeper and Marketing Advisor
- Record monthly accounts receivable and prepare invoices
- Process monthly accounts payable
- Perform monthly bank reconciliations for all cash accounts
- Prepare quarterly sales tax reports and electronic filing
- Lead marketing efforts using social media and website content editing

**EDUCATION AND TECHNICAL SKILLS**

B.A., Psychology, University of Iowa, Iowa City, Iowa

May 2005

**Computer Skills:** Windows operating systems; Microsoft: Excel, Word, PowerPoint, One Note and Outlook; QuickBooks; WordPress

**VOLUNTEER EXPERIENCE**

Kalona Rotary, Board President

July 2020 – June 2021

Kalona Rotary, Board Member

July 2018 - Present

Kalona Area Chamber of Commerce, Board Secretary

October 2017 – October 2020

Kalona Area Chamber of Commerce, Board Member

March 2017 – October 2020

Hospice of Washington County, Board President

January 2016 - December 2018

Hospice of Washington County, Finance Committee Member

January 2012 - December 2018